

Date: 7/14/14

To: SPIRIT Review Committee

From: Brad Mich and Jason Stevens

Nominated Employee: Kevin Jones

We feel our co-worker Kevin Jones is deserving of the Spirit Award.

Service Excellence

Kevin provides Service Excellence on a daily basis. He takes the time to treat everyone exactly the way he expects to be treated. He is always respectful to the customer no matter if they are internal or external.

Kevin actually treats the customer as if they are a guest in his home. He is always looking for ways to help them; instead of telling them that we can't help them. Kevin looks for ways to solve the customer's problem.

Producing a+ Results

Kevin and the crew he works on is not called the A Team for just any old reason. They are called the A Team for providing A+ Results each and every day. Listed below are some of the comments customers have made in thank you letters for jobs the crew has performed.

- Ms. Davis on C. D. Smith wrote about how thankful she was for the quick and professional response the crew made in the removal of the tree from her fence that fell from the right of way.
- Scott Madison wrote in his letter that crew did a terrific job in the removal of the vegetation and debris from behind his home at 9586 Gotten Way. The crew responded quickly and satisfied the needs of the customers.
- Doug Clarke sent a letter bragging on how the drainage work was done to perfection at 1996 Woodgate. This just shows how Kevin and his crew provide excellence every day.

Initiative

Kevin is a real self starter. He takes it upon himself daily to go down and get their truck ready every morning. Kevin finds out what the tasks consist of and tries to get all materials loaded so the crew can hit the ground running.

Responsible

Kevin is a very responsible person. He takes it upon himself when the crew leader is out to come and see the Superintendent to find out what tasks are at hand for the day. He and Jason Stevens work hand in hand to make sure that all tools are put up in the locker daily and if they use a piece of equipment and it needs cleaning or work done on it, they take care of it.

Kevin is a person with a great work ethic and takes full responsibilities for his actions. In his case they are almost always the correct actions.

Innovative

Kevin is the type of person to look at a situation from several different ways. Kevin tries to come up with different scenarios to find better ways to perform tasks. He looks for the better way to do things so it will be easier on the employees or save the City money.

Example: Just recently we have been working on pipe trying to make repairs. The pipe has actually shifted and is holding a lot of water between some of the joints where repairs need to be made. We could dig the pipe, but we would have to replace a whole section of the resident's new driveway. This would be very expensive. They tried to crawl the pipe and make the repairs internally but the water is just too deep in this one section and plus the vacuum hose on the sewer truck cannot reach where the water is standing.

Kevin suggested to use a pump like they use to pump off swimming pool covers. This was one of the Innovative Ideas that we are using to complete a problem task and save the City money.

Teamwork

Kevin is a really great team player. There are many days when Kevin and his crew leave the office with 3 or 4 tickets at time. Bobby or Kinney will ask them to go help another crew do something else before getting on those tickets. Kevin never complains he just performs the task at hand.

I would really like to show a couple of great examples of teamwork at its finest:

- Replacing the wood fences on Dogwood and also on Bonnybridge where it crosses the Duntreath Ditch. Kevin would attach the boards up high and Jason would come behind him and attach the bottom half of the boards along the ground. They were working like a well oiled machine. They had a process and it worked perfectly.
- Another example is when they go and patch a pipe internally. Jason will go in and patch the smaller pipes because he can fit in them. While Jason is in the pipe Kevin takes care of mixing grout and filling any erosion that may have been caused by the leaks. These

guys have a system that is proof Teamwork just takes dedicated teamplayers.